



Information Technology Resource Management Council (*ITRMC*)



**Capture 21st Century technologies
to deliver services to Idaho's citizens**



ANNUAL REPORT

MARCH 2004

DEPARTMENT OF ADMINISTRATION

PAMELA I. AHRENS, CHAIRMAN



Executive Summary

In February 2004, the Information Technology Resource Management Council adopted a revised [IT Strategic Plan](#) for Idaho state government. The guiding vision of the plan is to:

“Capture 21st Century Technologies to Deliver Services to Idaho’s Citizens.”

The Council’s adoption of the plan concluded a remarkable, 10-month collaborative planning process over this past year involving agency directors, legislative and business leaders, elected officers, higher education, and the state’s IT community.

The completion of a revised and re-focused IT Strategic Plan is a major accomplishment for 2003. This report highlights other outstanding efforts as well. Each of these activities and their positive outcomes would not be possible were it not for information and resource collaboration between our state agencies. Among them:

The successful launch of the [State Employee Portal](#). Employees can now find at one website the important information they want and need to know about their jobs, training, payroll information, and benefits.

The development of an [Idaho I-Plan](#). This document sets the direction for effective integration and use of geospatial technology by local, state, and federal government.

Significant progress was also made toward implementation of the state’s broadband telecommunications initiative, [IDANET](#). Regional contracts are in place and provide an effective procurement vehicle for leveraging the state’s telecommunications investment.

These major initiatives, along with the other outstanding projects outlined in this report, are making Idaho state government more efficient, and convenient and easy to use for our citizens.

The Council and Staff are very appreciative of your ongoing support and collaboration. We look forward to another productive year of working together.

ITRMC Members, Governance

The 16-member Information Technology Resource Management Council (ITRMC) governs the strategic direction and implementation of information technology within the agencies of the State of Idaho.

This statutory council is comprised of members representing Elected Officials, the Legislature, the Judiciary, Executive Agency Officers, State Board of Education, Public Safety, Agency Information

System Management, Local Government, Private Industry, and Rural Idaho interests. All are appointed by the Governor. ([Governing Statute](#))

Pam Ahrens, Director of the Department of Administration, has chaired the Council since its inception in 1996. In this role, she serves as the state's Chief Information Officer (CIO).



Pam Ahrens
Chairman

Council Members

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2003 Accomplishments ...

During 2003, the Council and Staff provided oversight and led collaborative efforts on a variety of activities and projects to advance Idaho digital government. Although the year focused on IT assessment and strategic planning, the following is a summary of other key efforts and accomplishments, many of which are featured in this report.

- Planned and conducted the **2003 ITRMC Information Technology Strategy Summit**
- Actively involved in the **IDANET project**
- Coordinated the development, launch of the **State Employee Portal**
- Established **statewide cybersecurity coordinator position**
- Developed a **web-based system for online entry of agency IT projects**
- Developed an **online application for agency reporting of asset summaries**
- Continued oversight of **accessidaho.org** and evolution to **idaho.gov**
- Coordinated and provided oversight for the establishment of an online state **telecommunications provider map/database**
- Successfully planned, held the second annual **Digital Government Day**
- Continued oversight of **ITTP Employee Training Program**

ITRMC Vision

Capture 21st Century technologies to deliver services to Idaho's citizens.

ITRMC Mission

ITRMC will develop and implement a comprehensive statewide information technology infrastructure to enhance the delivery of accurate, timely, and appropriate services for Idahoans while increasing their economic vitality.

ITRMC Goals

- Simplify delivery of government services and information.
- Manage information technology from an enterprise (statewide) perspective.
- Protect the privacy and confidentiality of citizen information.
- Promote collaborative relationships between state agencies, public and higher education, and local governments.
- Use 'state-of-the-art' procurement practices for acquisition of information technologies.

— *Revised IT Plan Adopted by Council, February 18, 2004*

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Delivery of Government Services



Access Idaho

Access Idaho is the state's official web portal and electronic front door to online government information and services. During 2003, there were just over 95 million recorded hits. During 2004, the state's portal will move to a new **idaho.gov** domain and will feature a new look, navigation, and functionality. ([ITRMC Policy 5020](#))

State Employee Portal

The new [State of Idaho Employee Portal](#)

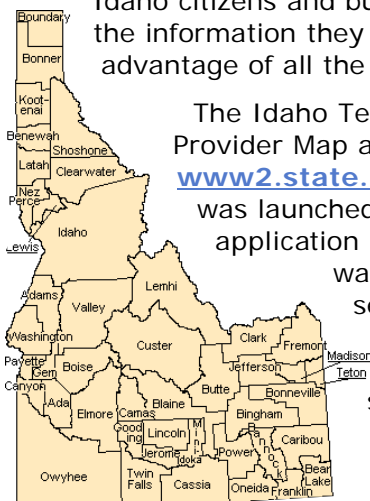


was launched in May 2003, and is attracting positive interest of both agencies and employees.

The website brings together links to employee medical and dental benefit information, state job openings, employee policies and directives, employee pay and retirement statements, as well as parking and security notices.

Telecommunications Provider Map

In a cooperative effort between ITRMC and local and national telecommunications providers, Idaho citizens and businesses can now locate the information they need to help them take advantage of all the Internet has to offer.



The Idaho Telecommunications Provider Map and website, <http://www2.state.id.us/itrmc/services>, was launched in March of 2003. The application provides users an easy way to locate telecom services, whether they live in a large Idaho city or one of Idaho's small rural communities.

Agency Webmasters Share Resources

In a time when state training budgets are limited, the state's **webmasters** have found a shared resource of expertise — each other.

Since last summer, nearly 40-50 agency webmasters have been meeting every two months to address mutual concerns and discuss ways to enhance agencies' online information to citizens. The group also provides valuable input to the ITRMC Staff on policies, standards, and guidelines related to web development and education and training of webmasters.

The Committee has worked together to bring in nationally recognized trainers for workshops on web development and accessibility. This training is accomplished with no budget except the students' and trainers' time.

Introducing — Mini-Portals!

Providing a portal for a specific area of interest enhances delivery of government services. An example is the State Employee Portal. These portals arrange information from multiple agencies in one location based on **subject matter** not on government organization.

With the success of the employee portal ITRMC has started on the development of <http://www.trucking.idaho.gov> and <http://www.business.idaho.gov>. Both are multi-agency efforts to provide information to businesses in one location regardless of what agency offers the services.

It is expected that both of these new portals will be available to the citizens during 2004.

The development of these types of portals reflects a successful collaborative effort involving many Idaho agencies to better serve Idaho citizens and businesses.

"Citizens and businesses expect government to be accountable, accessible, and convenient. They demand the delivery of information and services to be offered at a low cost." — Idaho IT Plan (adopted February 2004)

Enterprise IT Management

ITRMC Strategy Summit Provides Framework for Revised IT Plan

The ITRMC conducted a strategic planning meeting this past October where a select group of state professionals met to discuss Idaho's digital government directions and strategies leading to the revision of the [State IT Strategic Plan](#).

Fifteen 'focus group' members, including agency directors, key legislators, elected officers, higher education, business leaders, and twelve Council members attended the invitation-only Summit.

Prior to the session, members of the focus group completed a pre-meeting survey intended to rate the goals and strategies outlined in a draft state IT strategic plan. These assessments were of great value and assistance to ITRMC in its ongoing plan revision. The revised Plan was adopted by the Council in February 2004.

Private industry representatives **Gary Bronson** (Washington Group, International), **Mike Cannon** (Blue Cross of Idaho), and **Bryan Kearney** (Idacorp, Inc.) participated in a panel discussion on leveraging IT resources and taking an enterprise approach to information technology management.

Idaho Hosts "Network of the Future" Executive Briefing

Government Technology magazine and the [Center for Digital Government](#), headquartered in Sacramento, hosted a half-day executive briefing on the "Network of the Future," for Idaho state and local government executive leadership, technology professionals, and business leaders.

ITRMC Chairman **Pam Ahrens** welcomed 55 people to the event held on December 11 at the Boise Grove Hotel.

Paul Taylor Ph.D., Chief Strategy Officer of the Center, led the discussion on how state and local governments can make technology work for them by using networks that create solutions to serve citizens and government entities.

The Summit was facilitated by **Terry Lester**, Certified in Integrated Resource Management, Director of Digital Business Integration at the JR Simplot Company.

IDANET

State Broadband Initiative

[IDANET](#) is the state's broadband digital telecommunications initiative, and supports Governor Dirk Kempthorne's efforts to promote [rural economic development](#).

The ITRMC IDANET Steering Committee, established in June 2003, performs IDANET financial and business oversight. **Sue Simmons** of the Idaho Transportation Department is Chairman.

During 2003, [telecommunications service contracts](#) were established in all six Regions of the state.



These contracts provide an effective procurement vehicle for obtaining the services needed to access IDANET and meet the telecommunications needs of state agencies, education, and local government.

Contracts are available for use by all tax-supported public entities in Idaho.

An efficient, reliable, and scalable IDANET network backbone is operational, and is supporting agency applications and telecommunications needs of the Departments of Labor, Transportation, Health and Welfare, and 16 other public agencies.

Information Privacy, Cybersecurity

Enterprise IT Security & Business Continuity Committee

The ITRMC emphasized its commitment to the state's security and business continuity efforts by creating the new **Enterprise IT Security & Business Continuity standing committee**, chaired by Director **Karl Kurtz** (Department of Health & Welfare).

The committee is comprised of representatives from various state agencies as well as the courts, city governments, and experts from Idaho's universities. These committee members will develop, promote, and implement statewide IT security and business recovery programs, ensuring consistent levels of security and reliability are achieved throughout the state's enterprise.

The committee will also provide the leadership to ensure sound privacy policies and practices meet our citizens' expectations regarding the protection of personal information.

Wireless Network Security Guidelines Adopted

Due to the growing security risks associated with wireless technologies, the ITRMC adopted a **Wireless Network Security Guideline** that provides a minimum set of recommendations for agencies to consider when deploying new wireless systems.

As wireless technologies continue to revolutionize government operations, the guideline ensures state agencies are properly equipped with the knowledge of how to secure these new networks. A comprehensive review of wireless threats, vulnerabilities, and counter-measures are detailed throughout the guideline.

The guideline provides templates of recommended security controls for various wireless network scenarios.

<http://www2.state.id.us/itrmc/plan&policies/G430.pdf>

Multi-State Cybersecurity Initiatives

The State of Idaho has taken an active role, through participation by ITRMC Staff, in several national multi-state government security initiatives.

The **Multi-State Information Sharing and Analysis Center (MS-ISAC)**, recognized by the federal Department of Homeland Security, has enabled Idaho to keep abreast of the continually changing security threats to state governments. The MS-ISAC provides a central, coordinated and secure source for knowledge and information sharing regarding both physical and cyber-related events and intelligence.

Additionally, the ITRMC Staff has been significantly involved in the **National Association of State Chief Information Officers (NASCIO)** security and privacy committees, as well as the **National Association for State Telecommunications Directors (NASTD)** security committee.

These committees have developed various guidance for state governments on how to improve the protection of citizens' information.



New ITRMC Staff Member Addresses Cybersecurity Issues

Kevin Iwersen was named *Statewide Cybersecurity Coordinator* on the ITRMC Staff this past September.

In the new position, he will coordinate enterprise security strategies, policies, and procedures; and will champion security awareness and support business continuity planning, working closely with state agencies.

Iwersen formerly was Senior IT Systems Security Analyst with the Division of Information Technology and Communication Services (DITCS).

Collaboration and Cooperation

Statewide Criminal Justice Information Integration Progress

After its formation in 2002, the Idaho Criminal Justice Information Integration Task Force has continued its progress in a variety of key areas.

During 2003, the Task Force reviewed existing criminal justice applications in Idaho, proceeded in the development of the framework for a statewide strategic plan, and began planning for task force team attendance at the **"2004 Symposium on Integrated Justice Information Systems."**

Federal funding has been obtained to cover the costs of sending an Idaho delegation that includes all Task Force members who are able to attend. General information about the Symposium (the premiere event for Integrated Justice Systems) can be found here: <http://www.search.org/conferences/2004symposium/default.asp>.

Task Force members were greatly assisted in their planning effort by attending a National Governors' Association (NGA) "Best Practice" workshop on this critical topic held last fall.

Idaho I-Plan (Geospatial Technology)

A plan to provide direction for the State of Idaho's implementation and integration of geospatial information was adopted by Idaho's GIS community in 2003. The drafting of the [Idaho Geospatial Data Implementation Plan \(I-Plan\)](#) was a cooperative effort of the Idaho Geospatial Committee's five technical working groups (TWGs); and the federal Office of Management and Budget and Geographic Data

Committee and other partners. The focus of the document is the creation of seven federal framework layers/themes — elevation, hydrography, geodetic control, cadastral, transportation, governmental units, and digital orthoimagery, land use/land cover, and watershed boundary.



Digital Government Day—2003

[Digital Government Day](#) is held by the ITRMC to provide Idaho legislators and citizens an opportunity to learn about the numerous online services offered by state and local government.

The event is conducted at the beginning of the Legislative Session on the 4th floor of the Statehouse.

Fifteen state and local government agencies participated, where representatives provided a variety of interactive demonstrations.



Students of the Kuna School District complete schoolwork using electronic devices at *Digital Government Day*.

Online Application Assists ITRMC, Agencies in Tracking IT Inventory

The ITRMC is responsible for maintaining a current summary of IT hardware and software assets for the state. To assist agencies, a new online application was developed this past year that allows for their ongoing entry and maintenance of IT inventory.

As agencies use the new application, the ITRMC Staff will be better able to identify and track the state's valuable IT assets. This includes items such as desktop PC's, servers, network devices, software (both desktop and network) and employees with e-mail and web access. Having a viable inventory in place benefits strategic planning, vendor negotiations, and monitoring the volume of business. Agencies also benefit from the ability to share resources in expertise and training through common use of equipment and software.

ITRMC Resources, Links

State of Idaho: <http://www.idaho.gov>

State Employee Portal: <http://www2.state.id.us/emportal/>

ITRMC: www2.state.id.us/itrmc

ITTP (Information Technology Training Program): <http://ittp.state.id.us/ittp/index.htm>

Department of Administration: <http://www.state.id.us/adm>

ITRMC Support Materials Available on the Internet:

- Annual Reports: <http://www2.state.id.us/itrmc/pubs&resources/annualrpt.htm>
- Idaho State IT Strategic Plan:
<http://www2.state.id.us/itrmc/plan&policies/itplan.htm>
- IT Policies, Enterprise Standards and Guidelines:
<http://www2.state.id.us/itrmc/plan&policies.htm>
- ITRMC Committees, Working Groups:
<http://www2.state.id.us/itrmc/committees.htm>

ITRMC Support Materials Available from ITRMC Staff:

- InfoTech News newsletters (posted to ITRMC website — *Publications & Resources*)
- InfoTech '96 Task Force Report
- ITRMC Annual Reports (Limited Hard Copies)
- Idaho State IT Strategic Plan
- Official Approved Minutes (posted to ITRMC website — *ITRMC Council*)

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